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Dec 15, 2000

PUB-NO: JP02000348277A

DOCUMENT-IDENTIFIER: JP 2000348277 A

TITLE: EMERGENCY DISPATCH SUPPORT SYSTEM

PUBN-DATE: December 15, 2000

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APPL-NO: JP11158232

APPL-DATE: June 4, 1999

INT-CL (IPC): G08 B 25/04; G08 B 23/00; G08 B 29/00; G08 B 29/02; H04 M 11/00;
H04 Q 9/00

ABSTRACT:

PROBLEM TO BE SOLVED: To obtain an emergency dispatch support system capable of quickly coping with abnormality of a building in the case of receiving an abnormal notification from the building.

SOLUTION: When abnormal notification of an installed device is received, dispatch person selecting parts 15 and 34 automatically select a maintenance engineer who is optimum to the abnormal correspondence on the basis of building information such as the name of a building, address and monitoring installed device to be a monitored object preliminarily held in 1st storing parts 14 and 33, personal attribute information needed to select a dispatch person such as the area in charge and work skill of a maintenance engineer held in 2nd storing parts 16 and 35 and the work execution situations and the work schedule of the maintenance engineer held in 3rd storing parts 20 and 39, and dispatch instructing parts 17 and 36 perform a dispatch instruction to a portable terminal device 50 carried by the selected maintenance engineer.